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# GLOSSARY OF SOFTWARE PROCESS IMPROVEMENT TERMS

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A

**ABILITY TO PERFORM**

(See COMMON FEATURES)

**ACAT**

(ACQUISITION CATEGORY)

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## DFAS Process Asset Library

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- [DFAS Documentation Standards](#)
- [DFAS Standards and Guidelines](#)
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Welcome to the Defense Finance and Accounting Service (DFAS) Process Asset Library (PAL). The PAL is a repository of artifacts related to the software development process. This library contains policies, standards, templates, and sample products for use by software engineers and managers involved in software development and modification. The PAL is intended to be an on-line library for use by DFAS personnel who want to review any process-related artifacts for various automated information systems (AISs) within the DFAS. This library can be used in order to get samples and/or templates from other similar systems and lessen the time project personnel spend recreating already existing forms or documents. It is intended to serve multiple user types from the purely managerial user who wants to examine project related documents, to practitioners who are looking for ideas from within their own project or from other projects. The main navigation routes are listed to the left.



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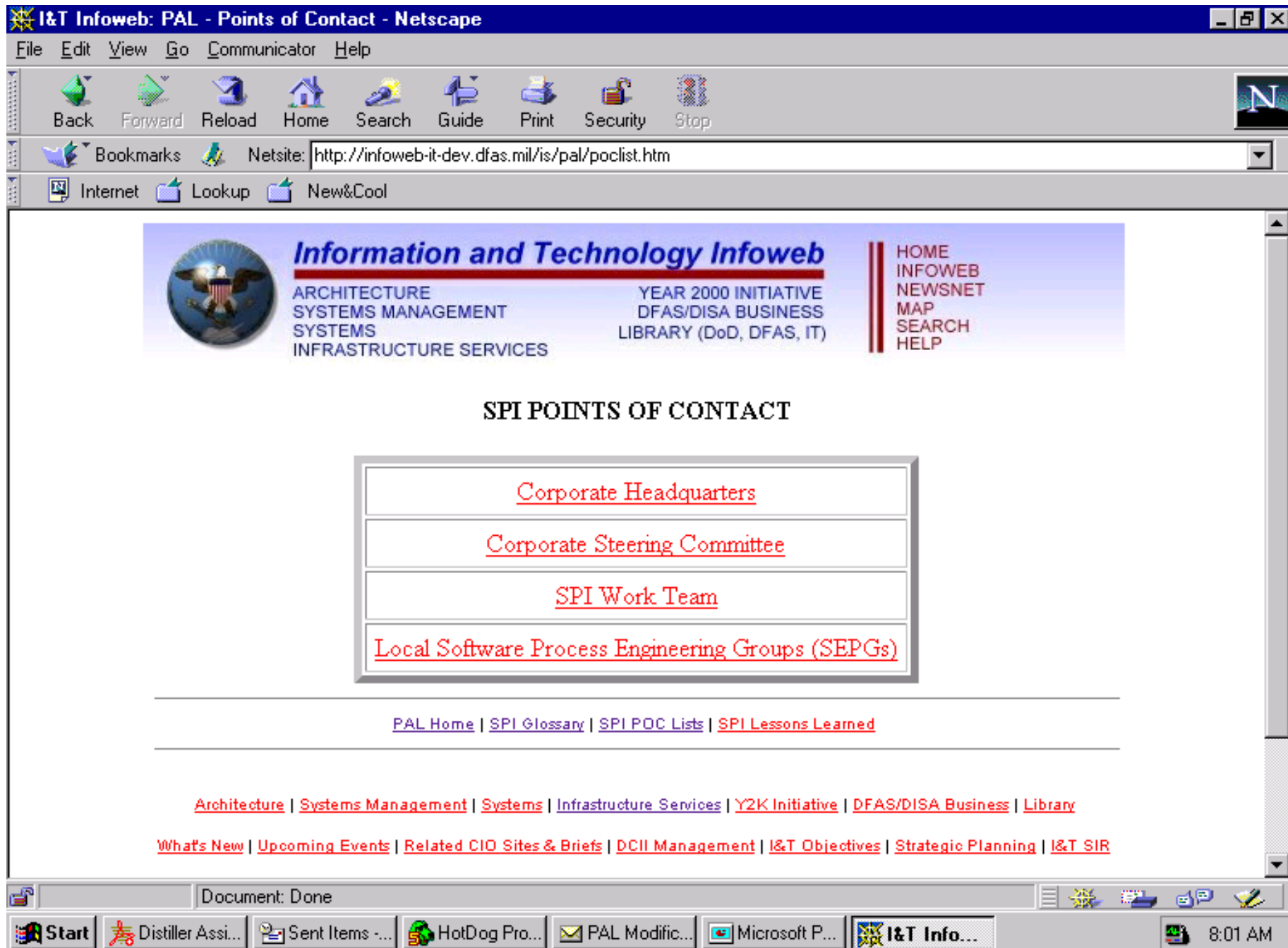
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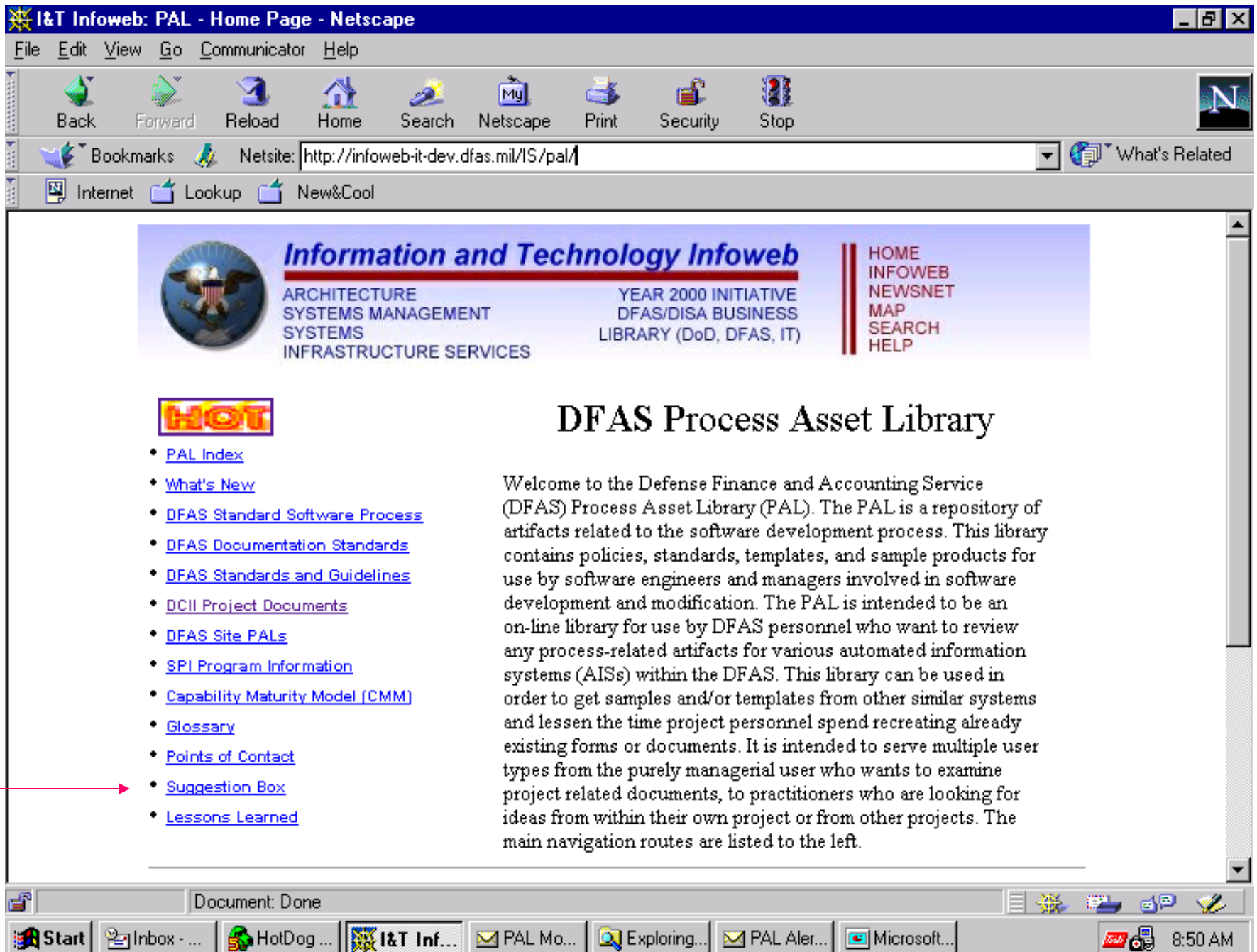
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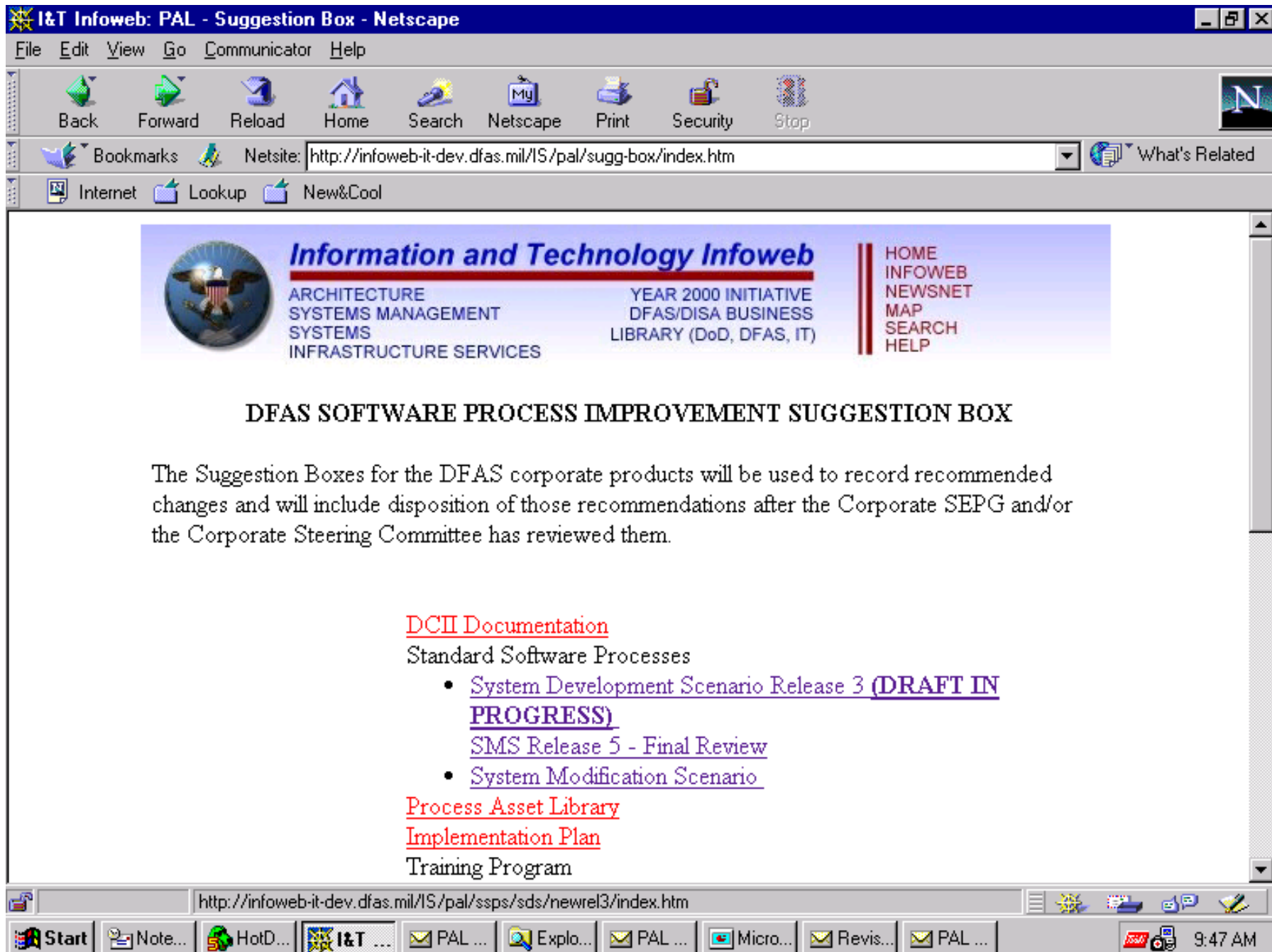
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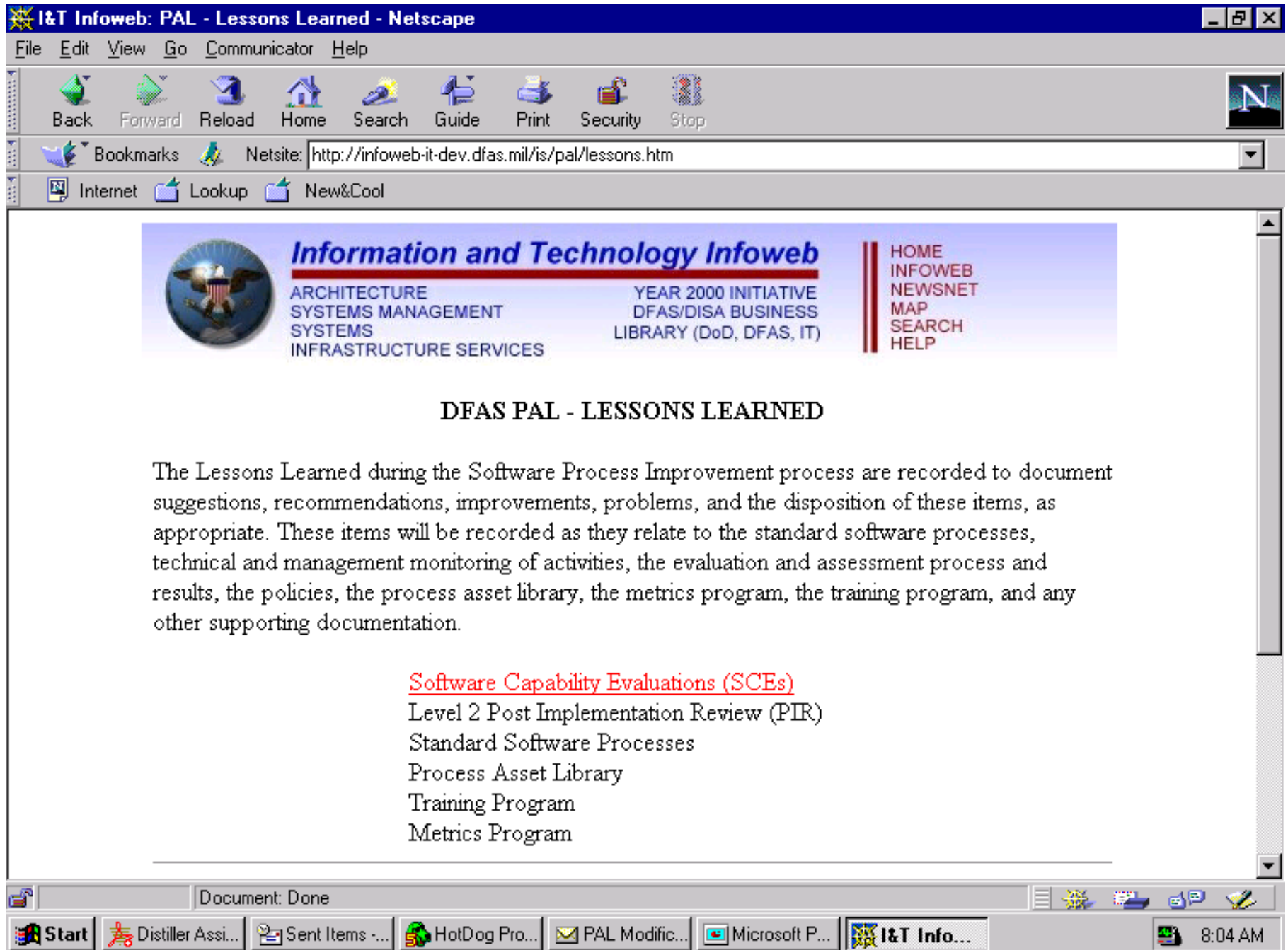
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## ***SPI PROGRAM INFORMATION***

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**SPI Organization**

- [SPI Organization Memorandum](#)
- [SPI Organization Structure](#)
- [SPI Organization Structure Chart](#)

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**SPI Plans**

- [Strategic Action Plan](#)
- Level 3 Software Process Development and Improvement Activities

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**Policies**

- [Index of Systems Policies](#)

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**SPI Program Education**

- [Index of the Organization's SPI Training Courses](#)

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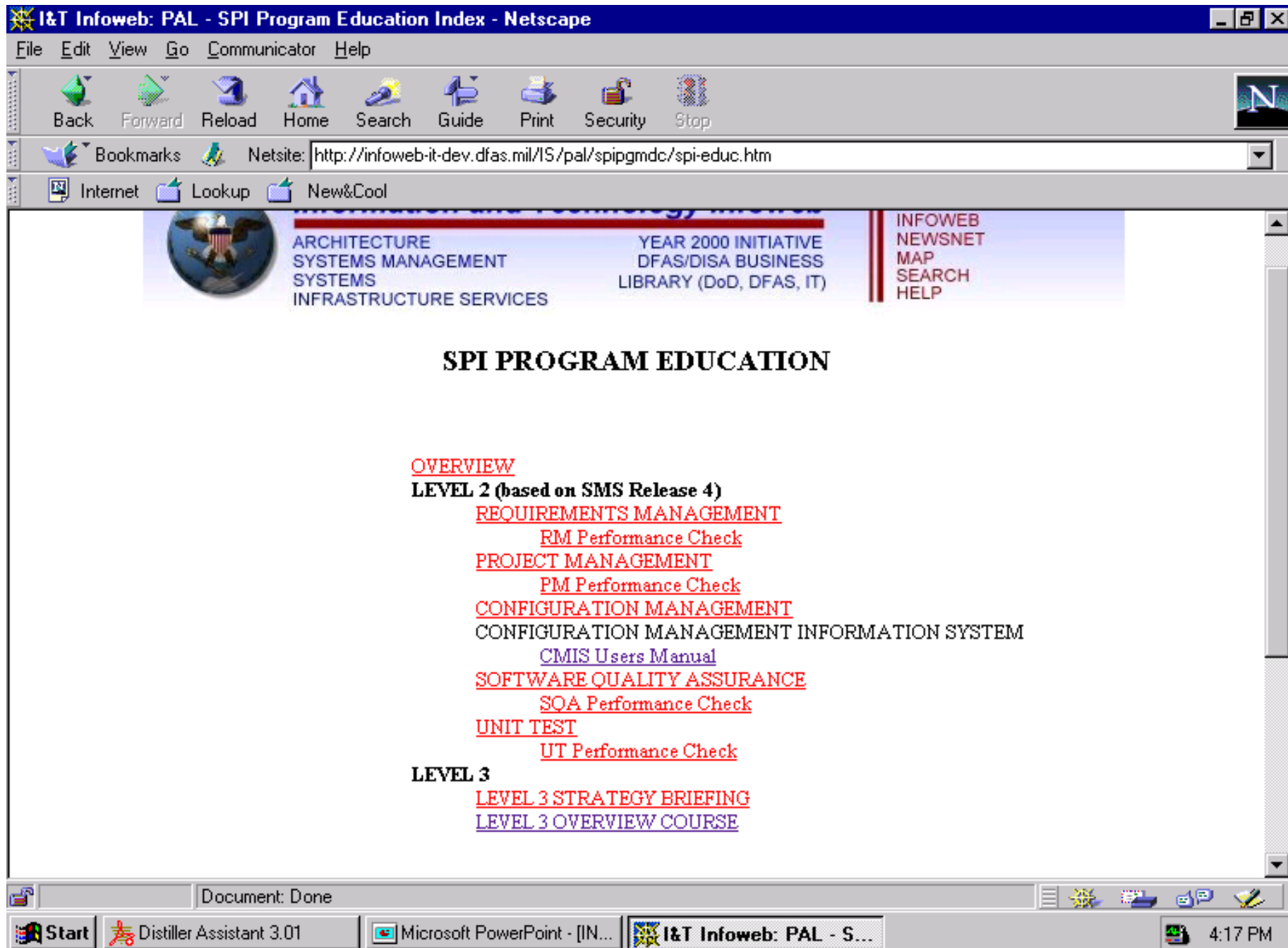
**Process**

- [Standard Software Process Definition Standard](#)

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## OVERVIEW OF LEVEL 3

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- [Understanding Level 3](#)
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The purpose of this course is to provide a high-level overview of the Level 3 requirements.

The objectives are:

- to familiarize course participants with the contents of the Process Asset Library (PAL)
- introduce users to some of the basic requirements associated with CMM Level 3
- provide an opportunity for users to gain confidence in using the PAL for finding desired resources

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## LEVEL 3 KEY FEATURES

The emphasis shifts to the organization, rather than the project.

- best practices are gathered across the organization
- processes are tailored as appropriate

The organization supports the projects by establishing:

- common processes
- common measurements
- training

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**I&T Infoweb: PAL - Introduction to Level 3 Course - Chart 5 - Netscape**

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## ***UNDERSTANDING LEVEL 3 - THE DEFINED MATURITY LEVEL***

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- A standard process (or processes) for developing and maintaining software is documented and used across the organization.
- The outputs of one task flow smoothly into the inputs of the next task.
- At this level, the organization builds processes that empower the individuals doing the work.
- Processes are measured to identify strengths and weaknesses - to maximize strengths and minimize weaknesses.
- The production of the software product is visible throughout the software process.

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## OVERVIEW OF LEVEL 3 KEY PROCESS AREAS

- [Organization Process Focus](#)
- [Organization Process Definition](#)
- [Training Program](#)
- [Integrated Software Management](#)
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### ORGANIZATION PROCESS FOCUS (OPF)

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- **PURPOSE** is to establish the organizational responsibility for software process activities that improve the organization's overall software process capability.
- **FOCUS** - OPF focuses on **who**.
- **INVOLVES**
  - developing and maintaining an understanding of the organization's and projects' software processes
  - coordinating the activities to assess, develop, maintain, and improve these processes
- **BENEFITS** are coordination and understanding of the development and maintenance of the software processes across current and future software projects.

[COMPLETE OPF INFO](#) [START](#) [NEXT](#)



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SET'S CAPABILITY MATURITY MODEL - Version 1.1

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## ORGANIZATION PROCESS FOCUS

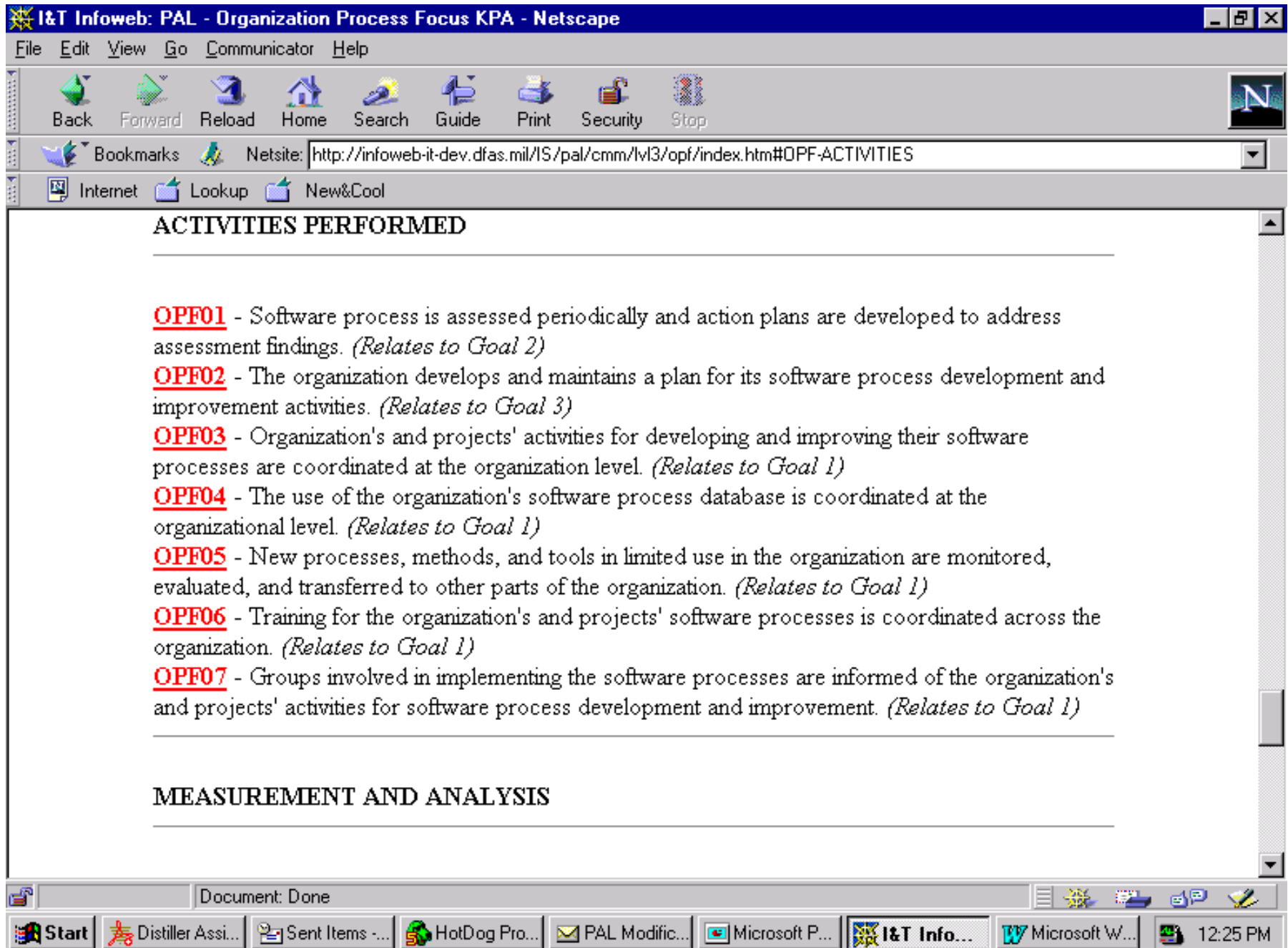
- [DESCRIPTION](#)
- [GOALS](#)
- [COMMITMENT TO PERFORM](#)
  - [POLICY](#)
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- [ACTIVITIES PERFORMED](#)
- [MEASUREMENT AND ANALYSIS](#)
- [VERIFYING IMPLEMENTATION](#)

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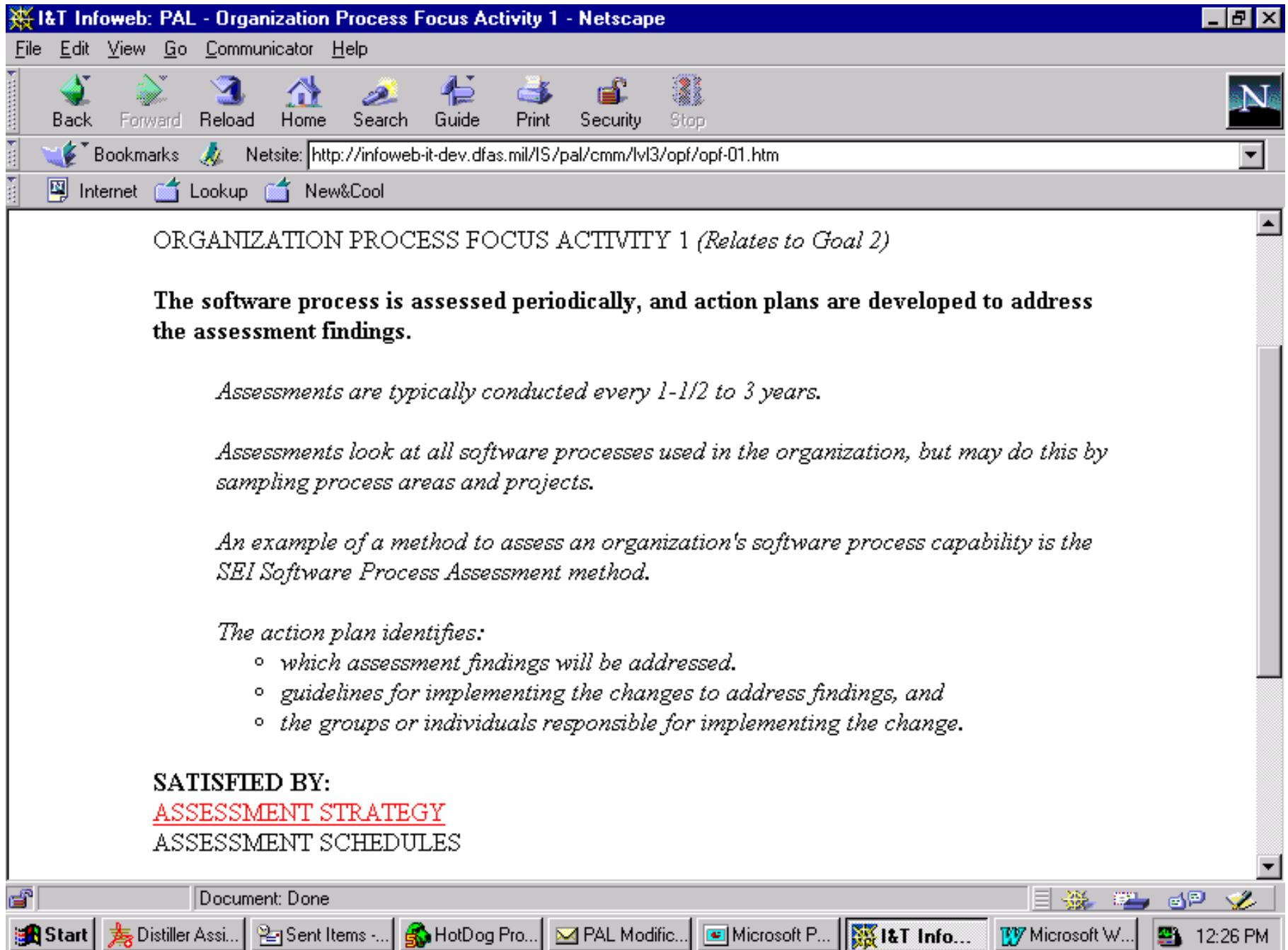
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### ***POLICY SUMMARIES FOR LEVEL 3 KEY PROCESS AREAS***

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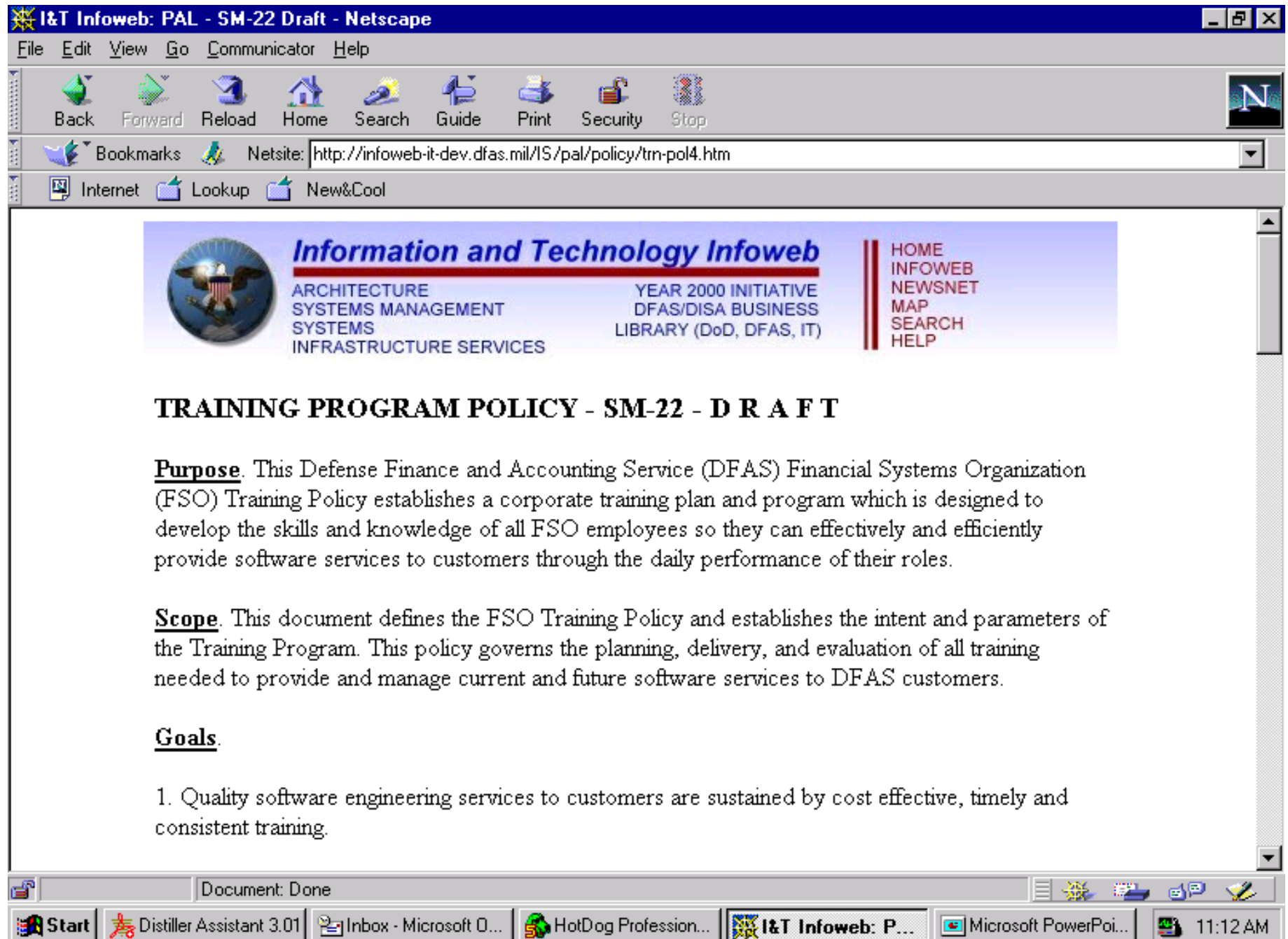
### ***TRAINING PROGRAM POLICY SUMMARY***

- Establishes corporate training program and plan
- Assigns responsibility for establishing and maintaining core competencies
- Identifies a requirement for training records at all levels
- Identifies a Corporate Software Engineering Process Group to:
- Establishes requirements for standards related to courseware, instruction media, schedules and certifications
- Establishes periodic reviews and evaluations of the training program

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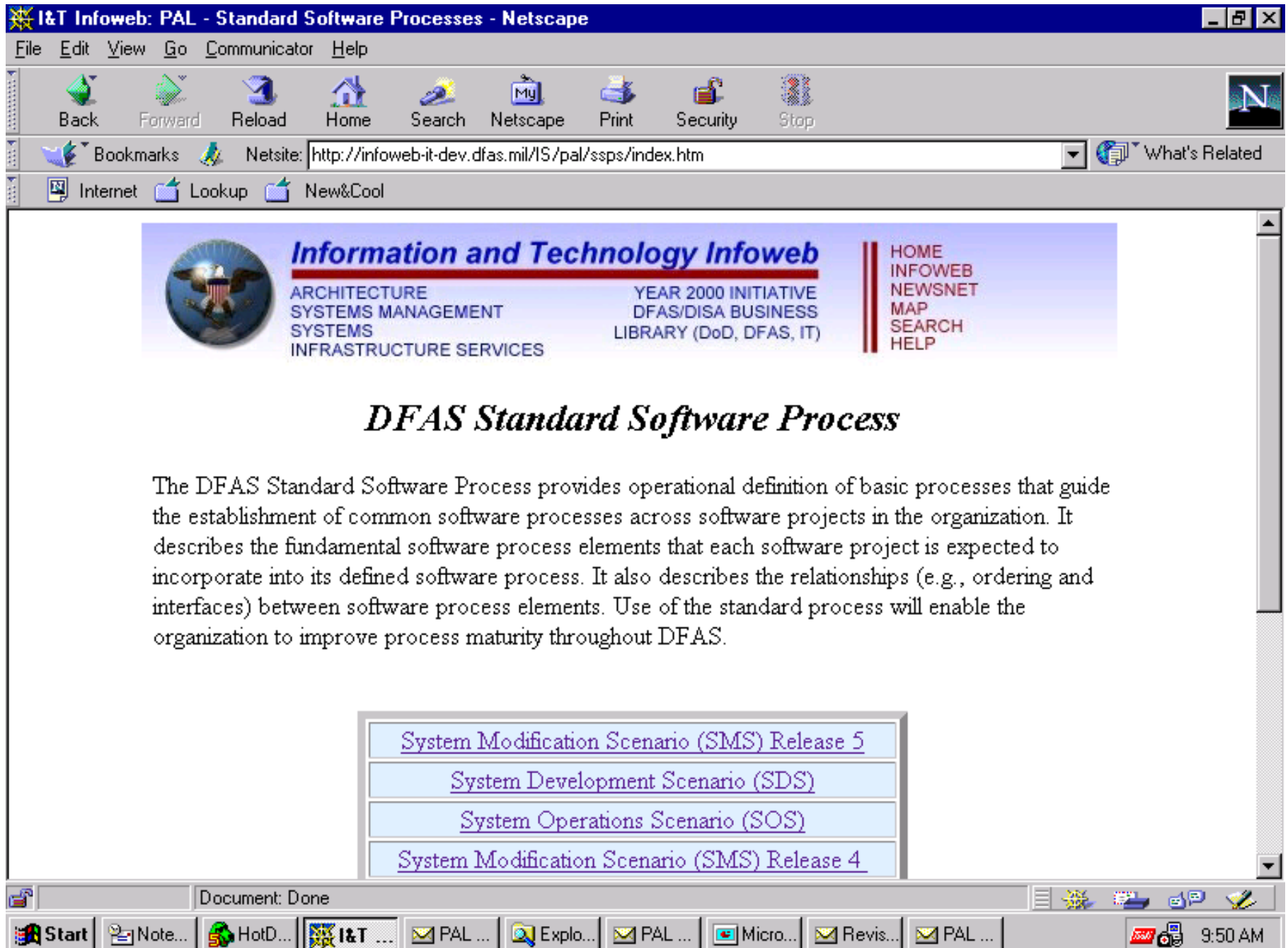
### ***STANDARD SOFTWARE PROCESSES (SCENARIOS)***

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Scenarios have been established as the DFAS standard software processes, or life cycles. These scenarios establish the framework for developing or modifying software within DFAS. The standard software processes enable the organization to improve process maturity throughout DFAS. These scenarios contain tasks that satisfy the Software Engineering Institute's Capability Maturity Model (CMM) Level 2 and 3 key process areas (KPAs).

- [Selection of Scenarios](#)
- [Scenario Structure](#)

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## SCENARIO STRUCTURE

**Components** contain a logically grouped set of tasks that perform a software development function. All components are considered core (required). Examples of components are Global Project Management, Requirements Initiation, Functional Analysis, Technical Design, Development, System Testing, Delivery.

**Tasks** represent a particular activity or set of activities that occur within a component. Tasks are defined as core or optional (project specific) within a scenario. The order in which tasks are performed may be tailored by individual projects. Tasks contain an **EPVX** model showing the Entrance criteria, Procedures, Verification activities, and eXit criteria.

**Documentation Standards** define the objects produced or used by defined tasks. They define minimum essential data to be included in the product produced. They do not represent a required format, but may be used as a template.

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Release 5, Version 1.0

SYSTEM MODIFICATION SCENARIO

September 10, 1999

## Global Project Management

Global Project Management (GM) outlines the AIS project tasks that pertain to overall management of the organization and software engineering processes. AIS managers and the customers establish an operational and process framework for the project. Tasks to accomplish the GM component are listed below. All tasks are considered core tasks unless annotated as "optional". Selection of a task provides a description of procedures to be performed.

### Task Ordering

[Develop Project Plan \(T-GM-001\)](#)

[Develop Software Quality Assurance Plan \(T-GM-002\)](#)

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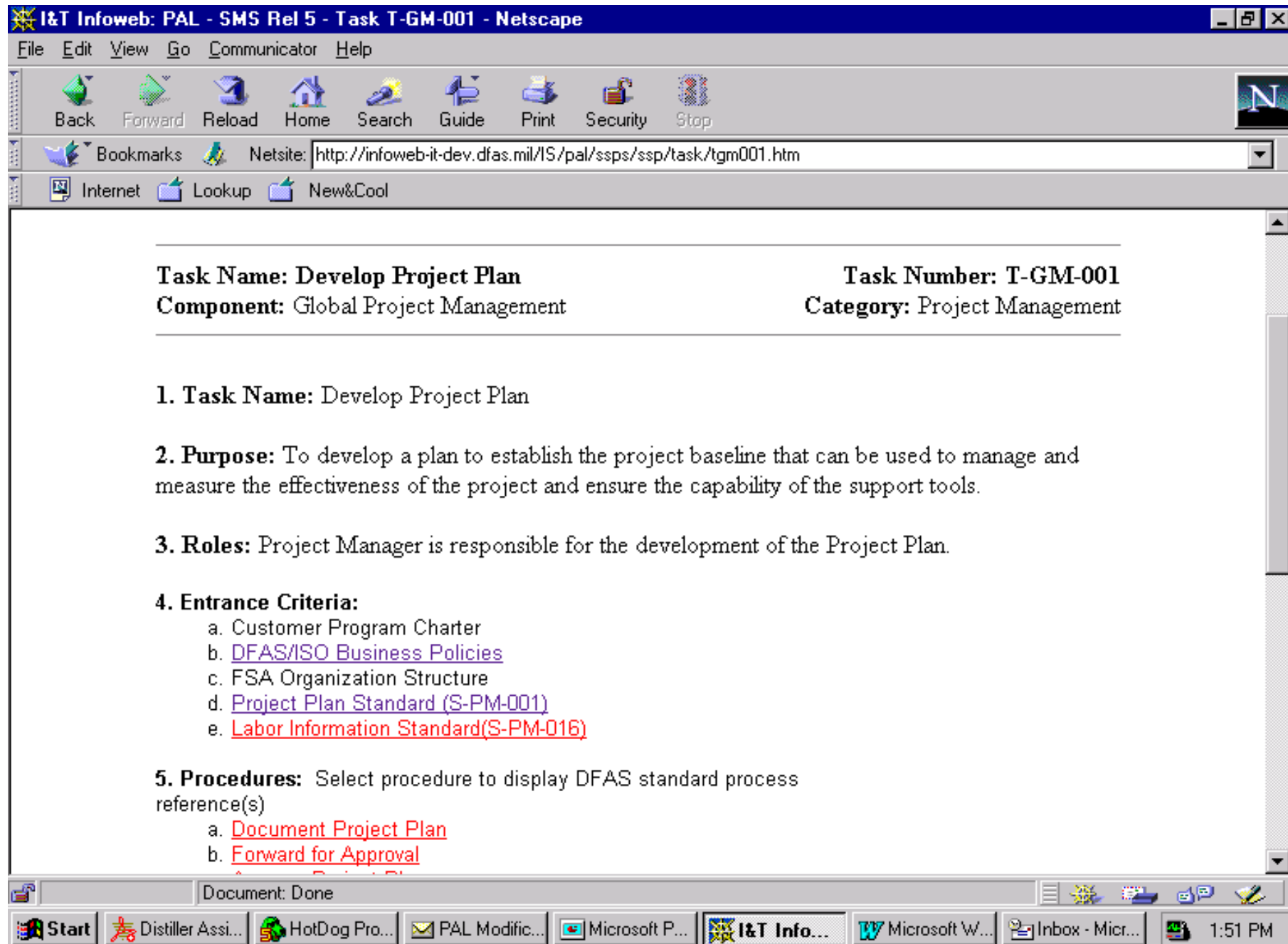
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### TASK EPVX MODEL

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**Task Name:** Name of task identified.

**Purpose:** Brief explanation of why task is performed.

**Roles:** Various resources required to carry out task.

**Entrance Criteria:** Contains any documents, data, or other products that are required for or used during this task; tasks or procedures that must be executed prior to this task; conditions that must apply to any documents, data, or products needed to complete task; applicable process or product standards.

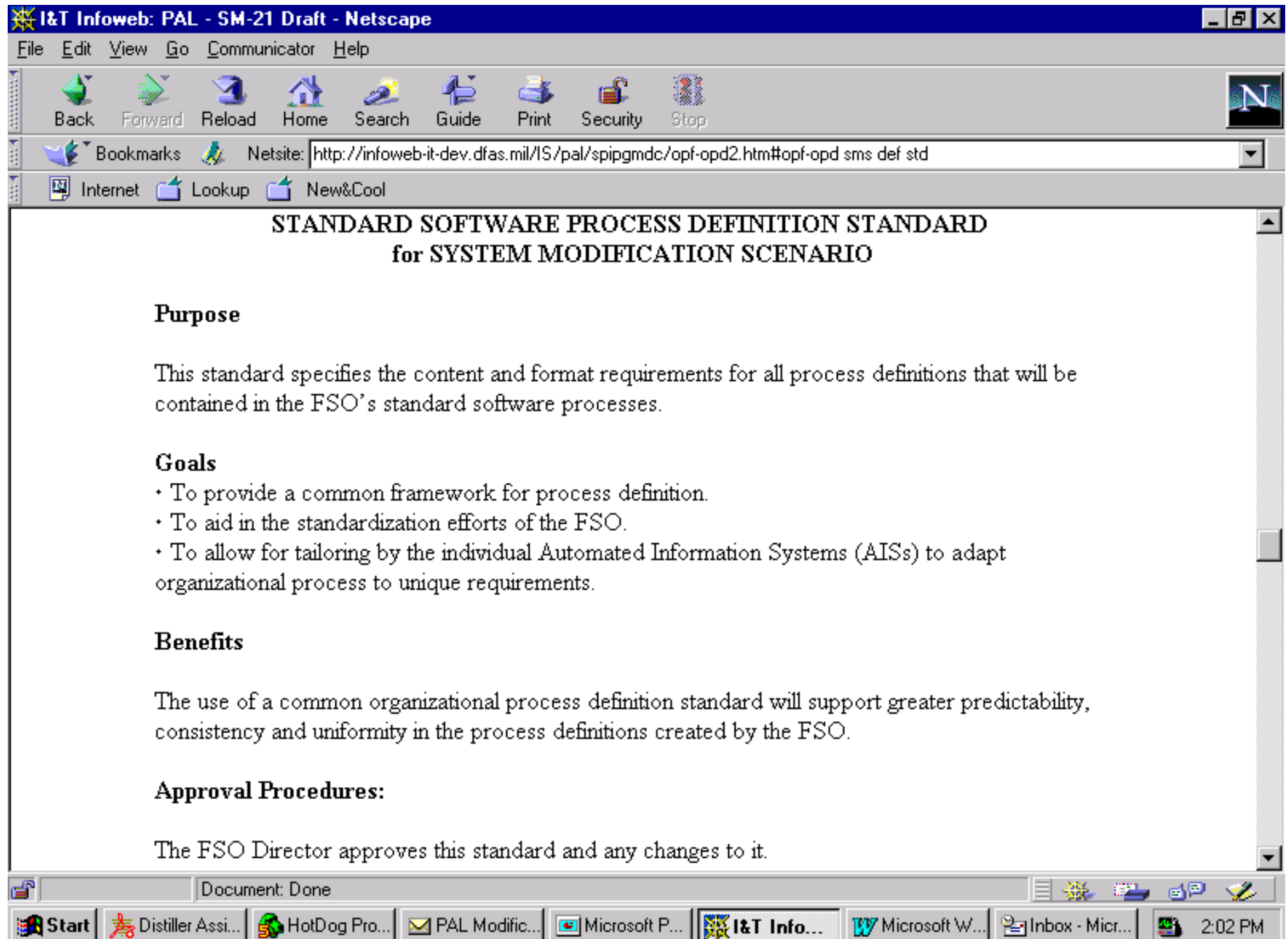
**Procedures:** Specifies major steps that make up a task.

**Verification Activities:** Identifies activities required to validate the task is completed and exit criteria is fulfilled.

**Exit Criteria:** Contains any documents, data, or other products produced by the task; conditions that apply to any documents, data, or other products produced by the task; identification of any reviews that must be successfully completed during this task.

**Measures:** Contains measures that identify data collected as part of this task.

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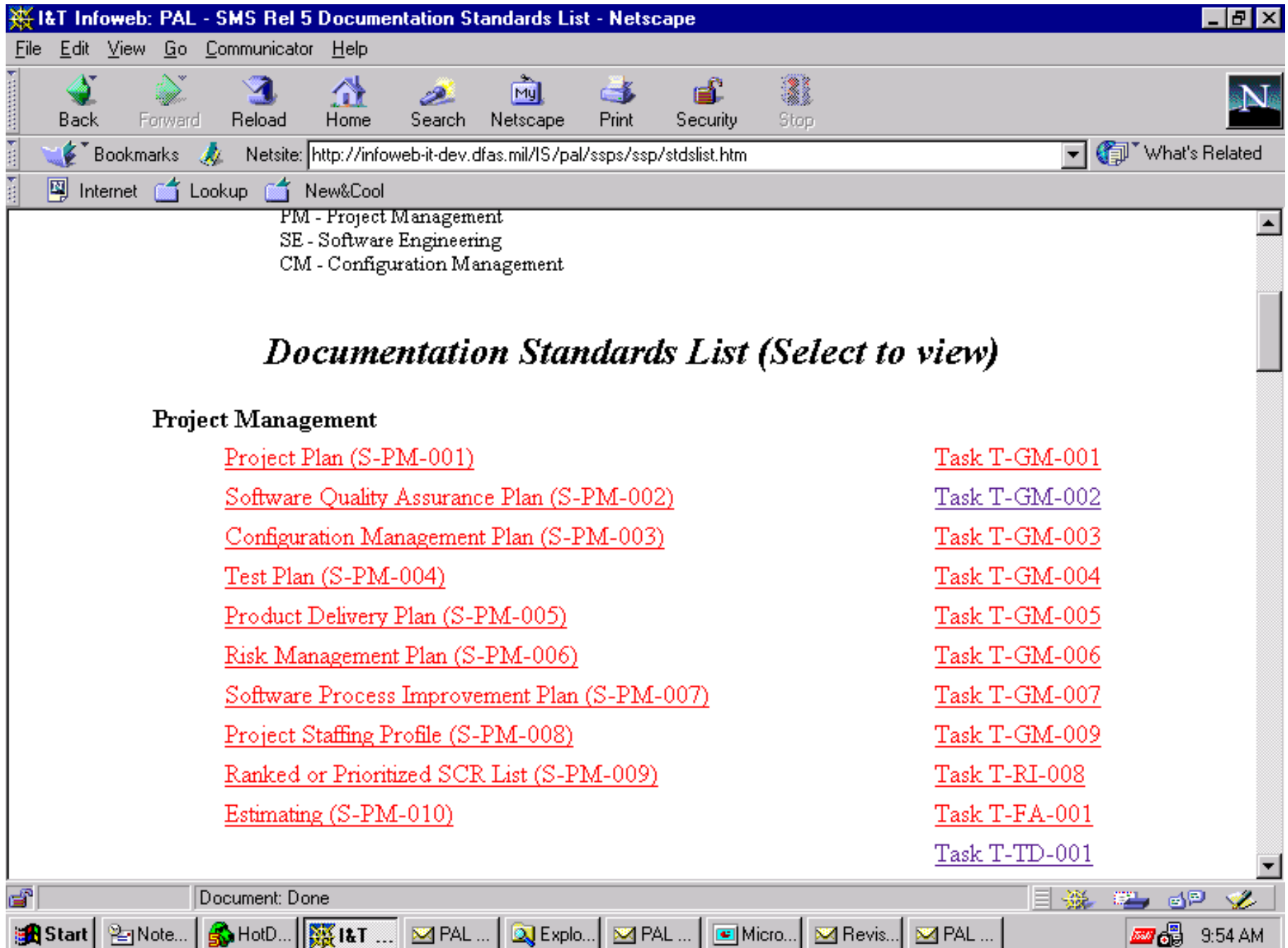
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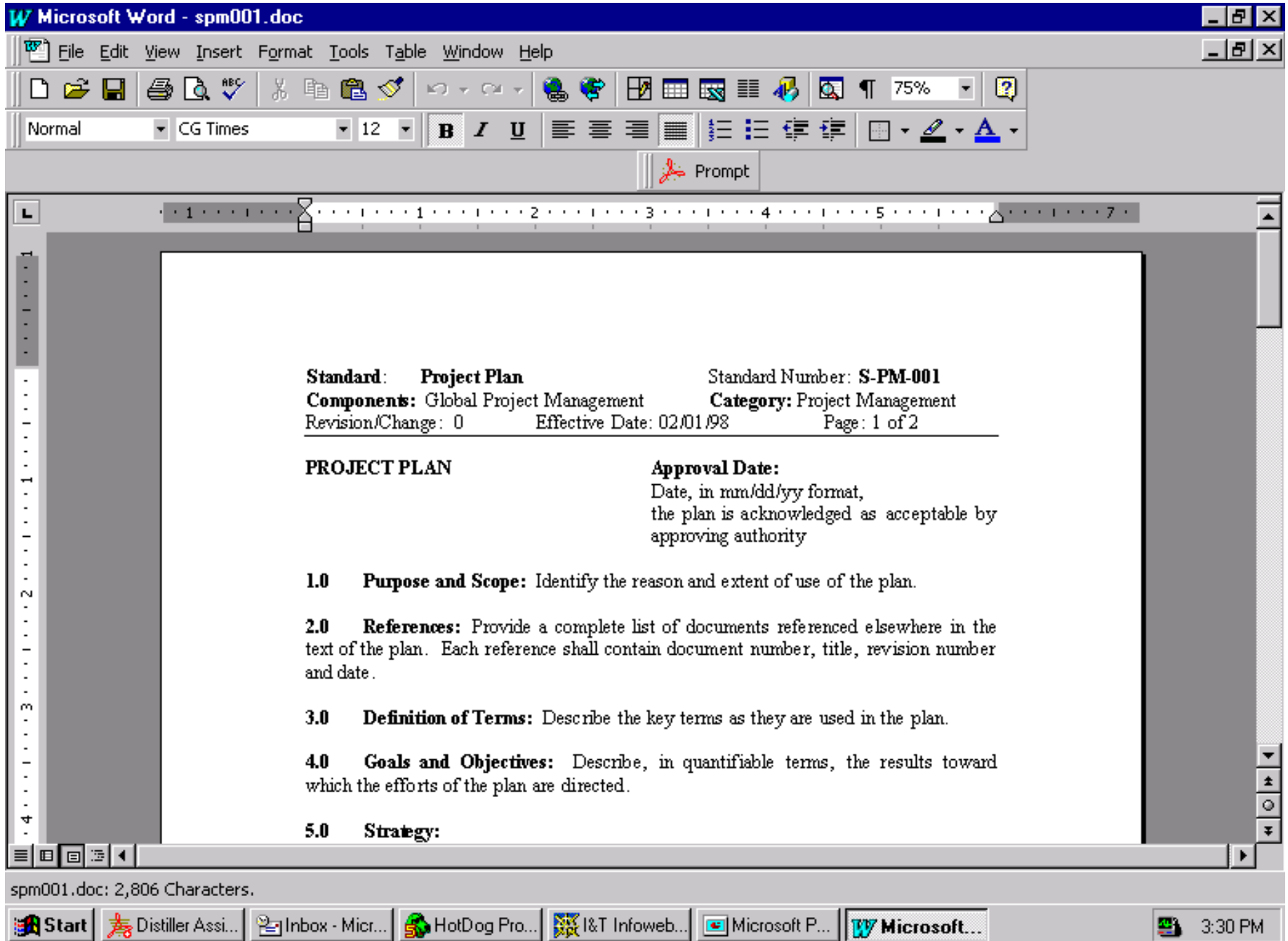
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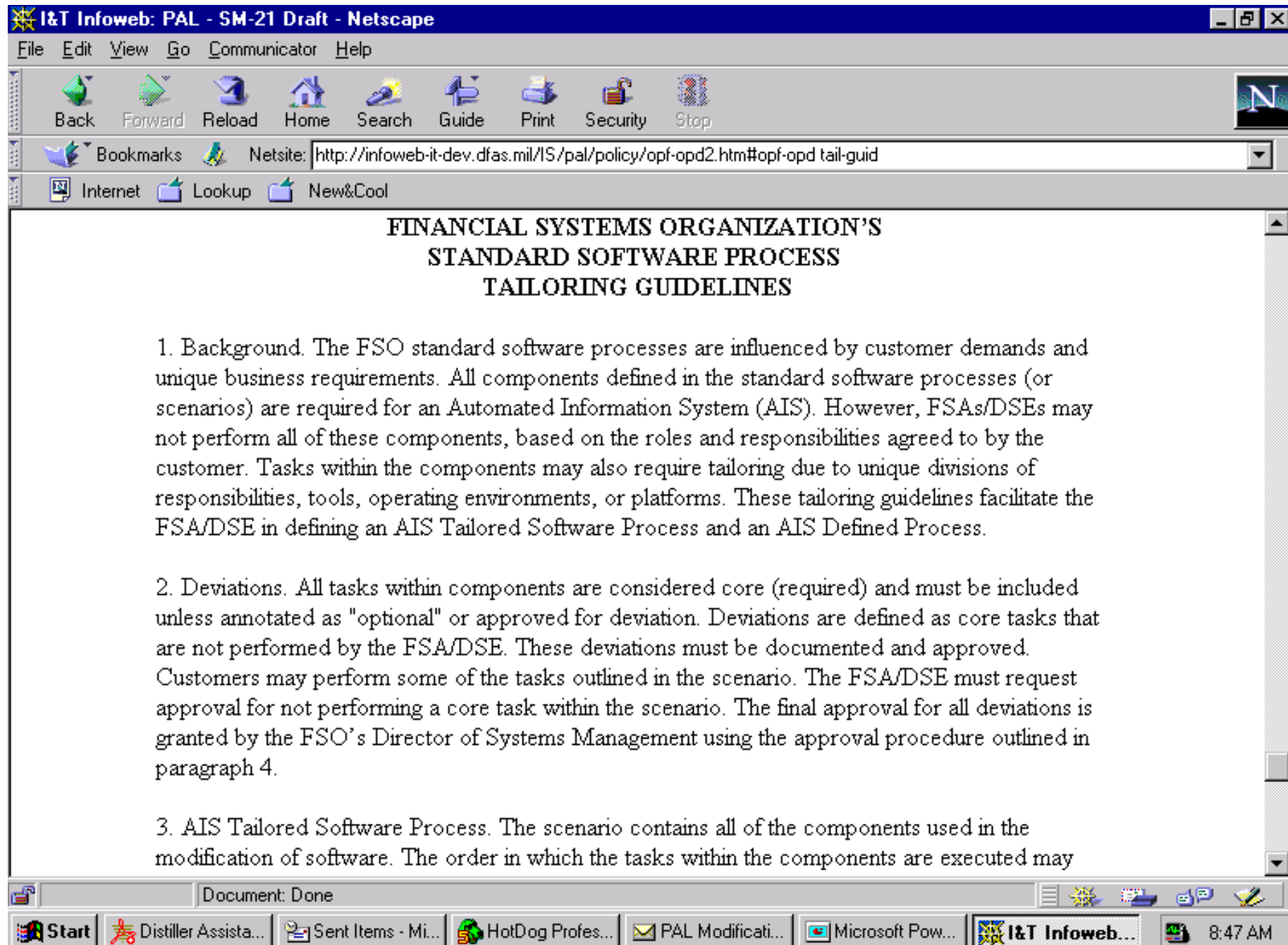
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  - To develop software for current unique operating environments or target platforms
- Tailored software process is reviewed by the local SQA staff
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## FINANCIAL SYSTEMS ORGANIZATION'S STANDARD SOFTWARE PROCESS TAILORING GUIDELINES

1. Background. The FSO standard software processes are influenced by customer demands and unique business requirements. All components defined in the standard software processes (or scenarios) are required for an Automated Information System (AIS). However, FSAs/DSEs may not perform all of these components, based on the roles and responsibilities agreed to by the customer. Tasks within the components may also require tailoring due to unique divisions of responsibilities, tools, operating environments, or platforms. These tailoring guidelines facilitate the FSA/DSE in defining an AIS Tailored Software Process and an AIS Defined Process.
2. Deviations. All tasks within components are considered core (required) and must be included unless annotated as "optional" or approved for deviation. Deviations are defined as core tasks that are not performed by the FSA/DSE. These deviations must be documented and approved. Customers may perform some of the tasks outlined in the scenario. The FSA/DSE must request approval for not performing a core task within the scenario. The final approval for all deviations is granted by the FSO's Director of Systems Management using the approval procedure outlined in paragraph 4.
3. AIS Tailored Software Process. The scenario contains all of the components used in the modification of software. The order in which the tasks within the components are executed may



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1 2 3 4 5 6 7

RECORD AND ANALYZE PROBLEM  
(T-RI-001)

DETERMINE ROUTING  
(T-RI-002)

EVALUATE PROBLEM  
(T-RI-003)

RESOLVE PROGRAM TROUBLE REPORT  
(T-RI-004)

RECORD SYSTEM CHANGE REQUEST  
(T-RI-006)  
THIS TASK IS REPITITIOUS OF T-RI-005

CONVERT PTR TO SCR  
(T-RI-005)  
THIS TASK IS PERFORMED BY CM ONLY FOR TECHNICAL SCRS!

VALIDATE SYSTEM CHANGE REQUEST  
(T-RI-007)

RANK OR PRIORITIZE SYSTEM CHANGE REQUESTS  
(T-RI-008)  
THIS TASK IS PERFORMED BY THE CUSTOMER

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	Plan				
GM-12	Develop IDPs				
GM-13	Develop Project Training Plan				
	REQUIREMENTS INITIATION				
RI-01	Record and Analyze Problem	Waive	All PTR evaluating and processing is done by our customer. They send us PTRs via hardcopy. They only enter SCRs in CMIS.		
RI-02	Determine Routing	Waive			
RI-03	Evaluate Problem	Waive			
RI-04	Resolve PTR	Waive			
RI-05	Convert PTR to SCR	Modify Rename	This is where we receive, log, and route any Change Request;  <u>Renamed <i>Record and Route Change Request</i></u>		RI-01
RI-06	Record SCR	Modify	Not a separate task for us. It's part of our modified RI-05 (renumbered as RI-01 above).		RI-01
RI-07	Validate SCR	Modify Rename	This is where we evaluate and estimate each Change Request; renamed:  <u><i>Evaluate and Estimate Change Request</i></u>		RI-02
RI-08	Rank or Prioritize SCR	Waive	<i>We don't do this</i>		



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### *AIS's DEFINED SOFTWARE PROCESS*

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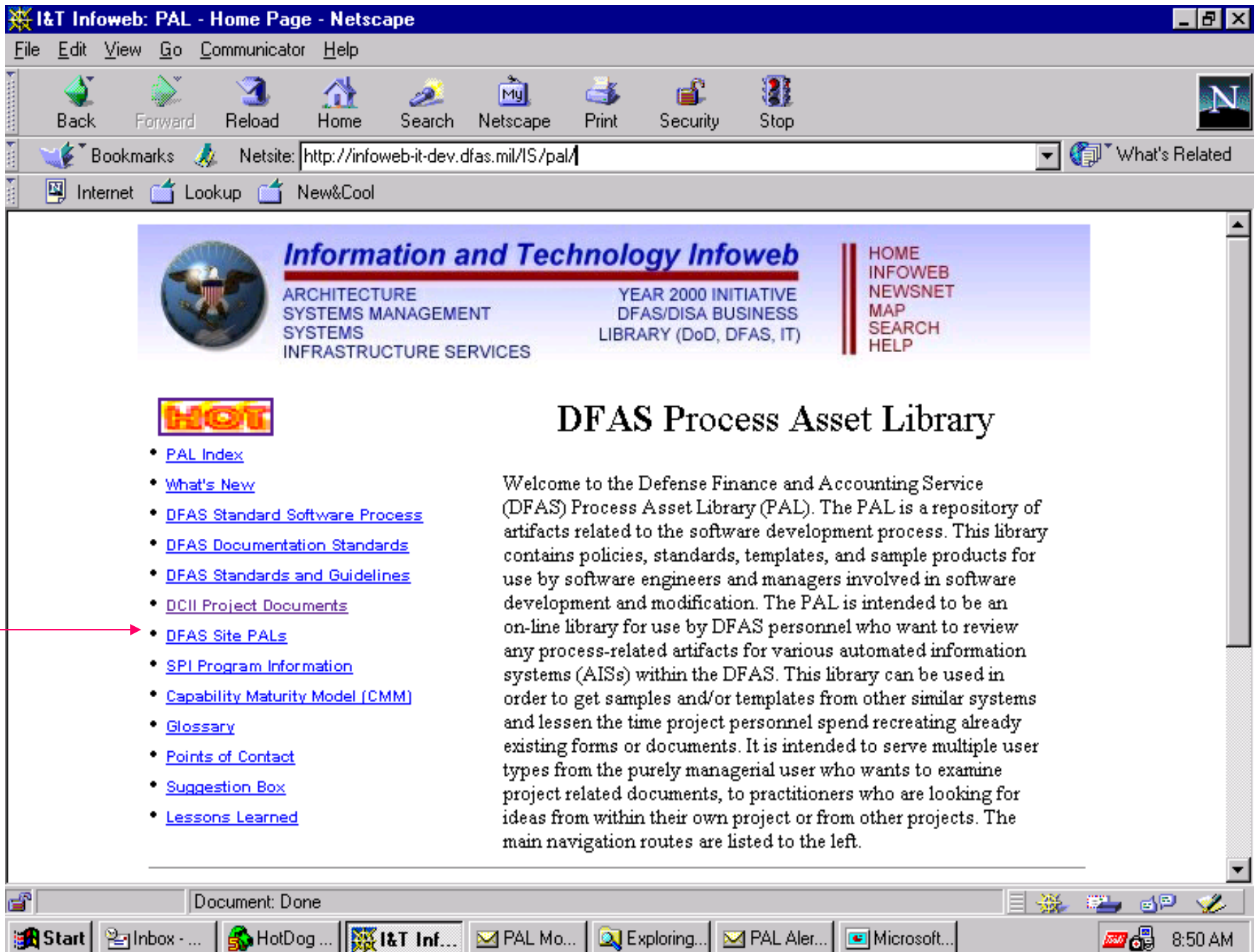
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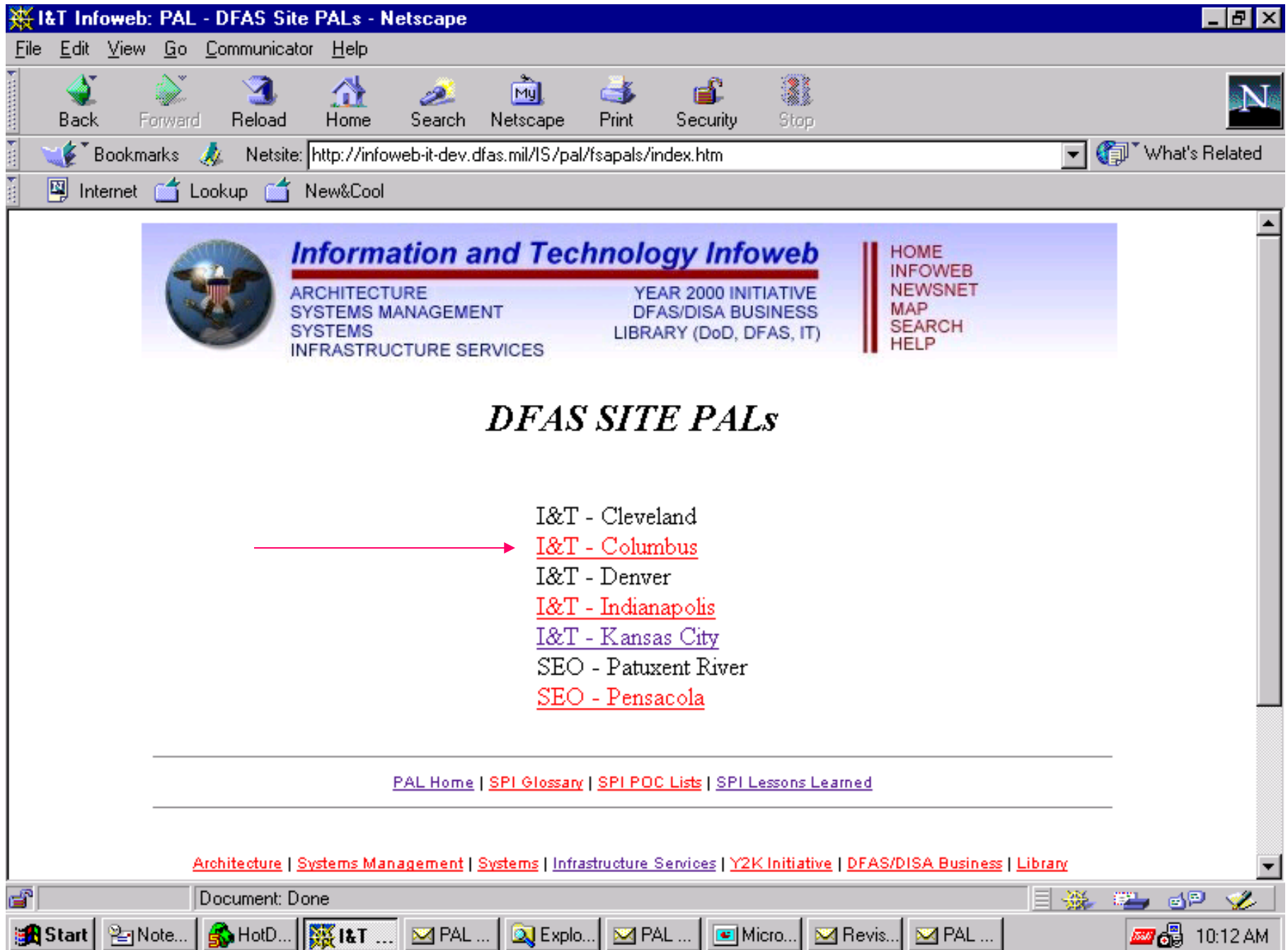
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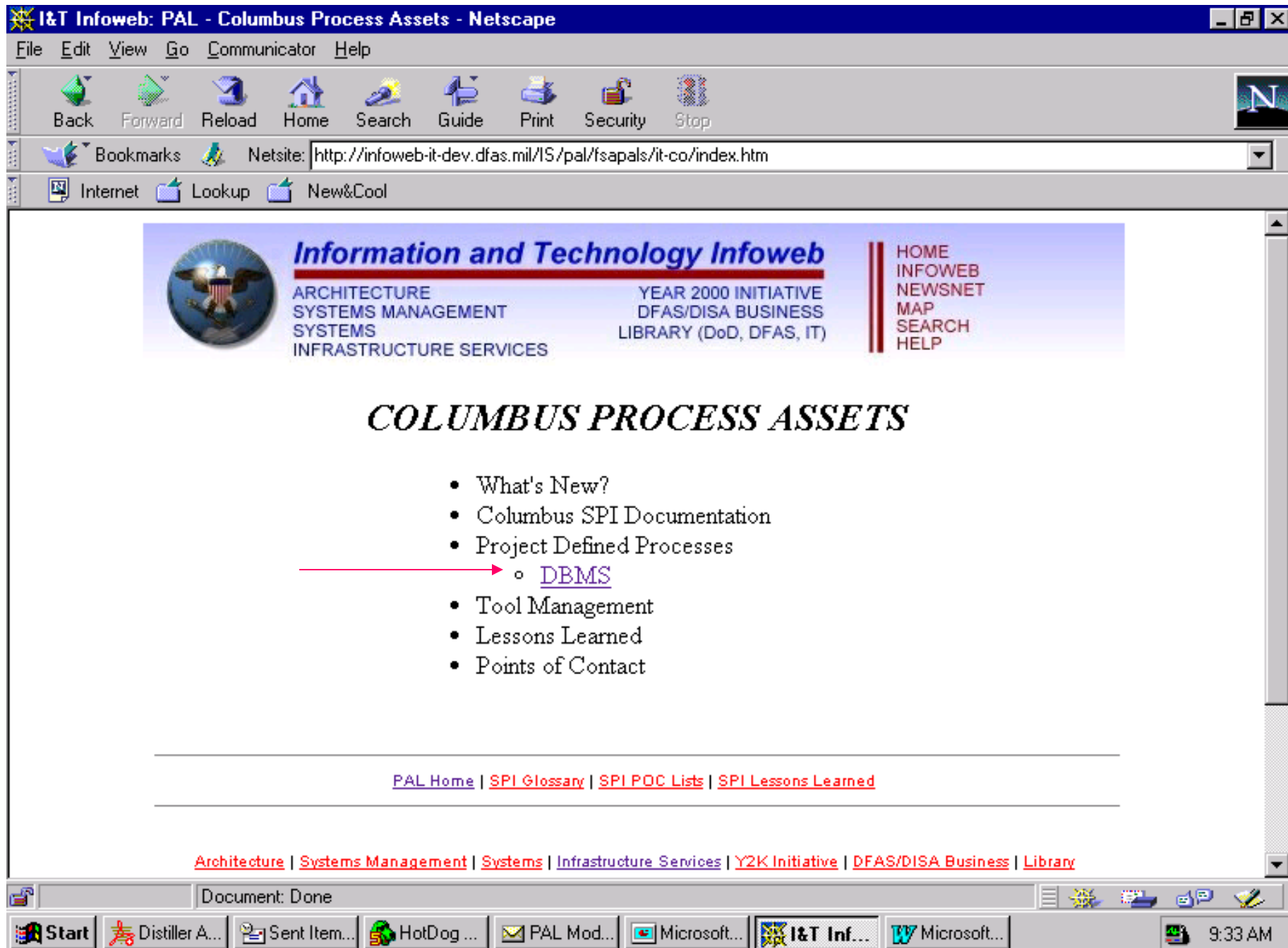


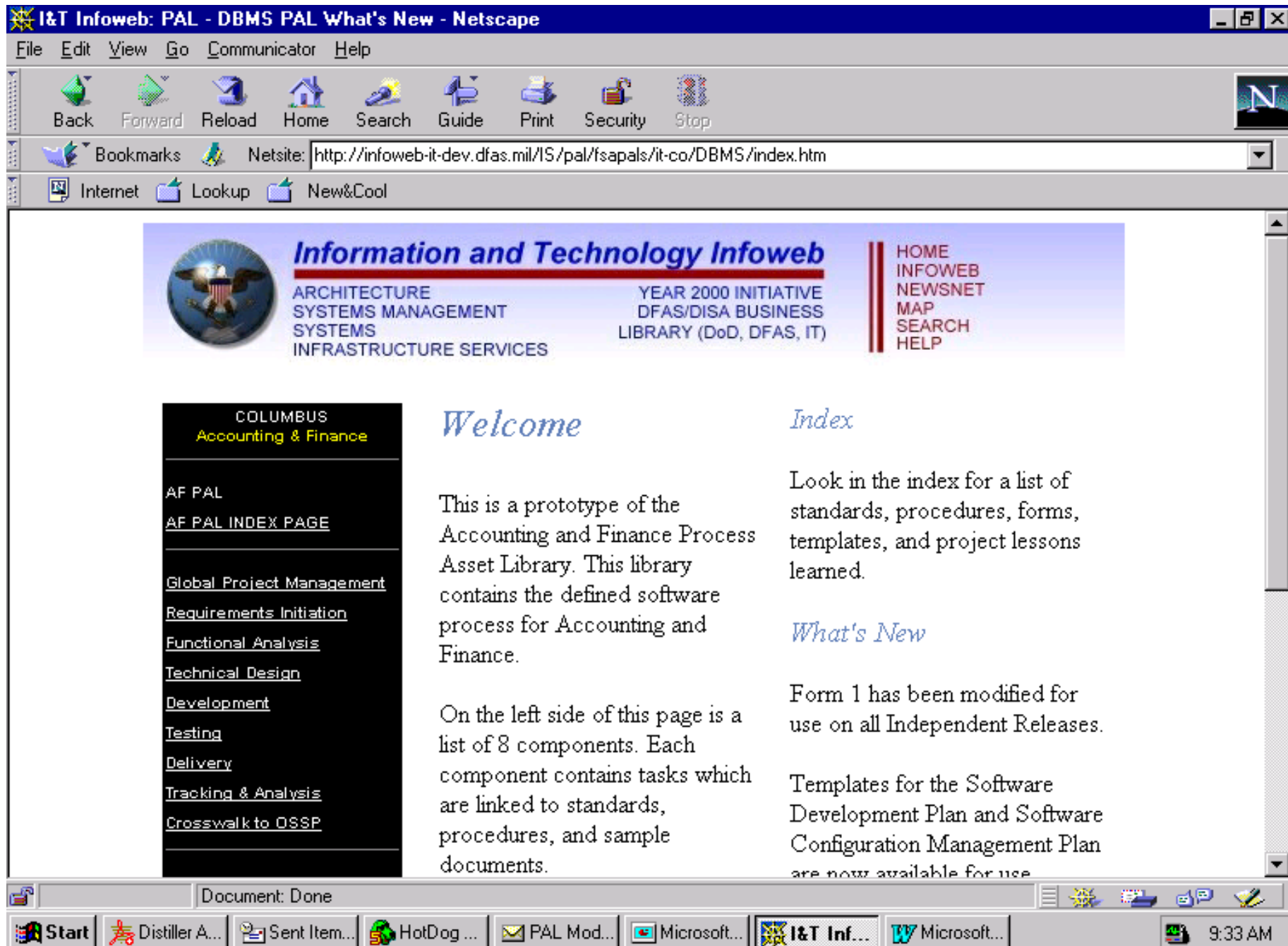
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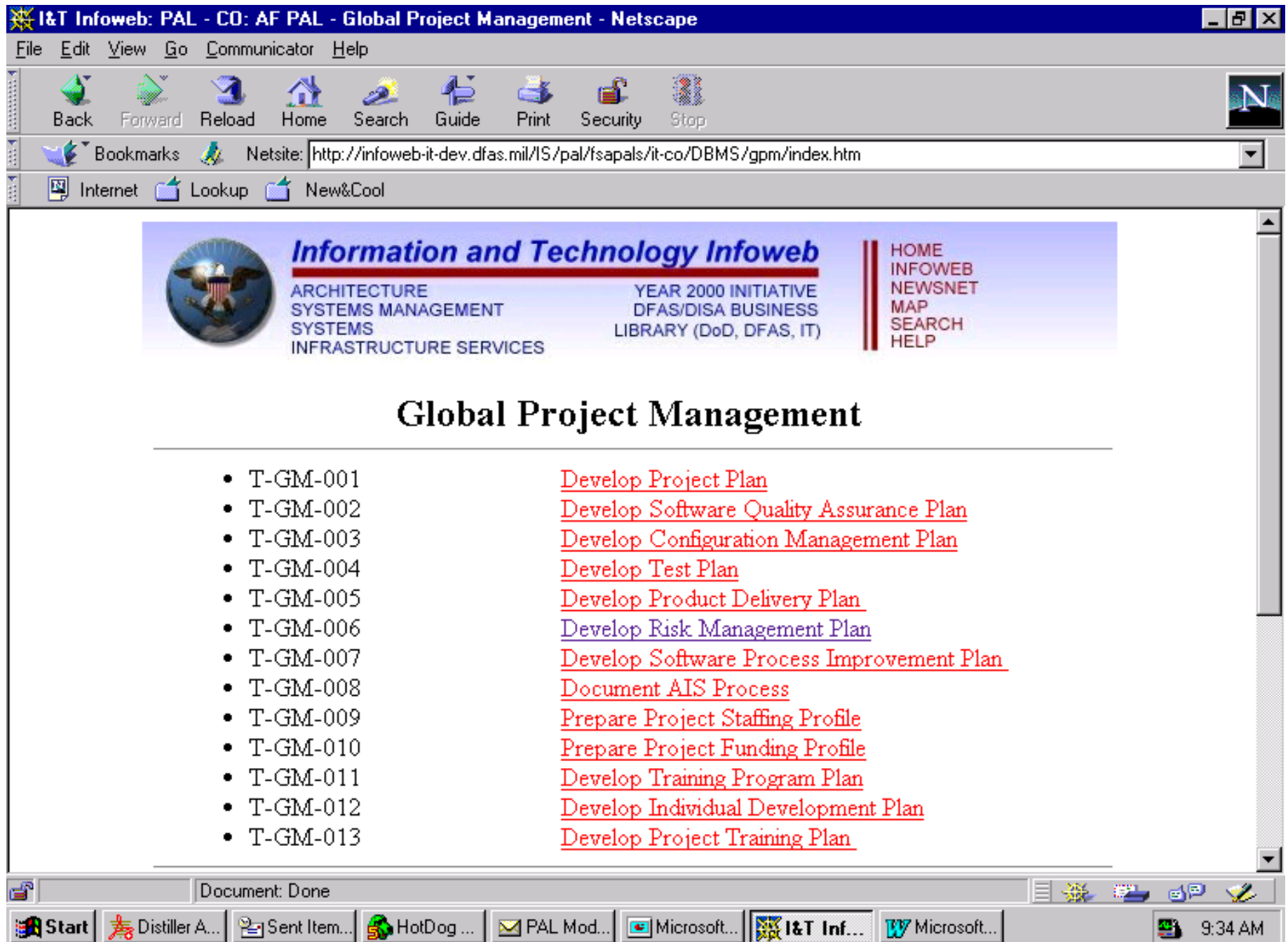




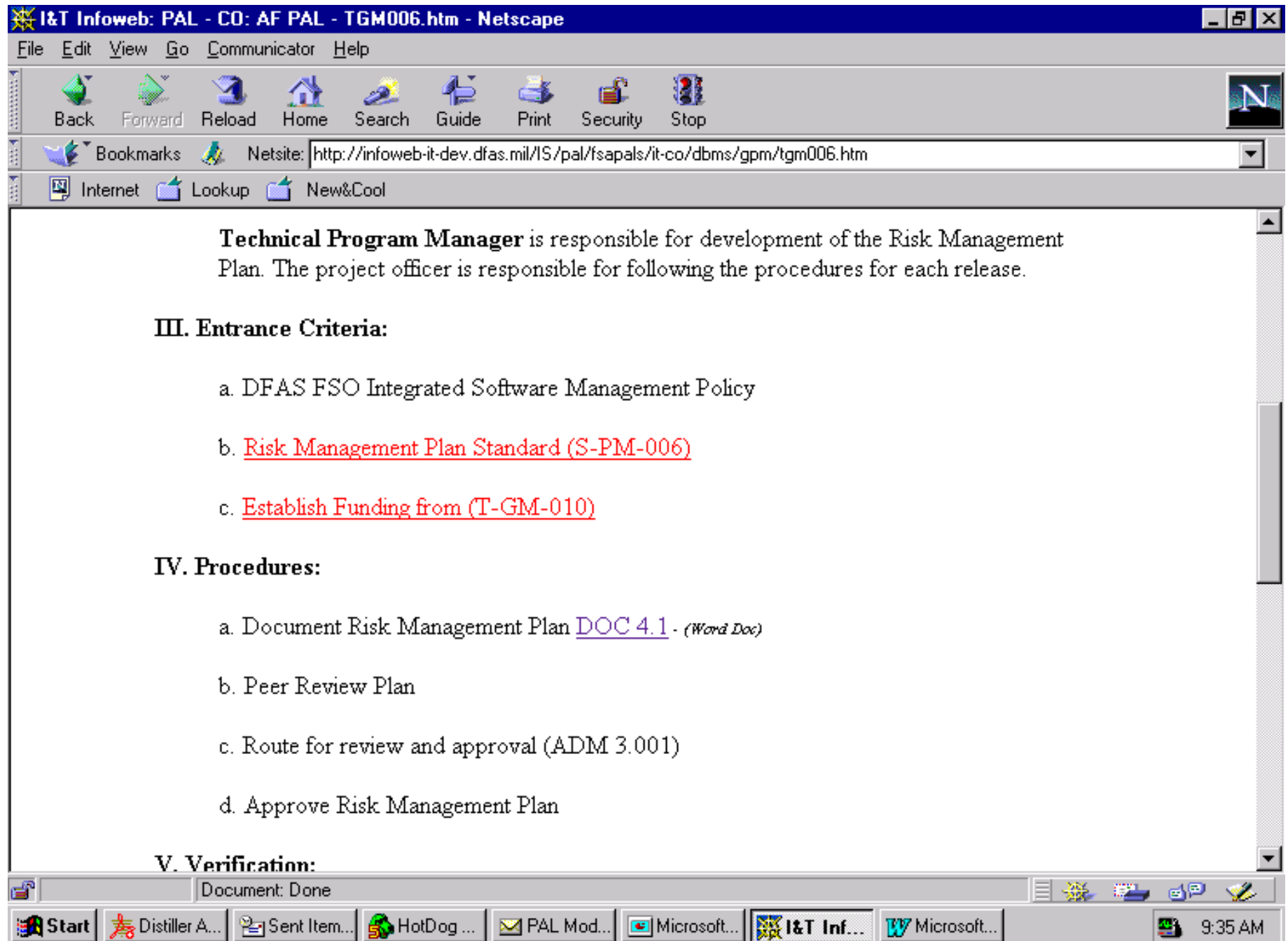












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Procedure	Task	PROJECT RISK MANAGEMENT PROCEDURE
Number: DOC-4.1.001		Issued: MAY 24, 1996
<b>Purpose:</b>		
a. The purpose of this procedure is to describe the steps necessary to formally identify and manage risks during the life cycle of FSACO projects. Risk management is a 'WHAT-IF' exercise to identify areas of concern that may impact the planned delivery of the project; and the development of strategies to eliminate the risk or lessen the impact if it occurs.		
b. Risk Management is a standard practice in textbook project management procedures. It is required by SEI's Capability Maturity Model (CMM) and the DFAS-FSO Software Modification Scenario (SMS). This document outlines the application of risk management procedures to FSACO project management.		
<b>Scope:</b> The attached risk management procedures apply to all official FSACO projects. (See FSACO Project Management Program procedures for a detailed project definition.) Proposed changes should be brought to the attention of the FSACO Planning office.		
<b>Responsibilities:</b>		
<b>PROJECT OFFICER:</b> The Project Officer will be responsible for implementing the risk management process. Specific action items may be delegated to action officers and support personnel. The Project Officer will ensure that risks are tracked and reported to		

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**Task:** Develop Risk Management Plan

Task Number: **T-GM-006**

Revision/Change: 1.0

Effective Date: 03/01/99

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**Component:** Global Project Management

**Category:** Project Management

1. **Task Name:** Develop Risk Management Plan

2. **Purpose:** To establish a plan for controlling and managing risks.

3. **Roles:** Project Manager is responsible for development of the Risk Management Plan.

4. **Entrance Criteria:**

- a. Developed Project Plan (S-PM-001)
- b. DFAS ISO Integrated Software Management Policy - SM-12R
- c. Risk Management Plan Standard (S-PM-006)
- d. Establish Funding from (T-GM-010)
- e. Documented Risk Standard (S-PM-013)

5. **Procedures:**

- a. Document Risk Management Plan in accordance with S-PM-006
- b. Perform Peer Review of this Plan
- c. Forward for approval
  - 1) PM/PSM
  - 2) Software Task Leader
  - 3) CM Manager
  - 4) Project SQA



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- Provides easy access to documentation for reference and sharing
  - Contains software process-related documentation at two levels.
    - Corporate level contains:
      - DFAS Standard software processes
      - DFAS Procedures
      - DFAS Policies
      - CMM Key Process Area Details
    - SEO/I&T level contains:
      - Site-specific standards and policies
      - Projects' tailored software processes
      - Projects' defined software processes
      - Projects' artifacts

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